

Message Text

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TAGS: CASC (MACLEAY, DANIEL A.)
SUBJECT: DANIEL A. MACLEAY - COMPLAINT AGAINST EMBASSY:
CONGRESSIONAL INTEREST

REF: DEPT'S OMS OF AUGUST 15, 1978

H PASS: SENATOR THOMAS J. MCINTYRE
UNITED STATES SENATE
WASHINGTON, D. C. 20510

CONGRESSMAN JAMES C. CLEVELAND
HOUSE OF REPRESENTATIVES
WASHINGTON, D. C. 20515

THE DEPARTMENT OF STATE HAS FORWARDED TO THE EMBASSY YOUR
LETTER OF AUGUST 8 WRITTEN ON BEHALF OF YOUR CONSTITUENT,
MR. DANIEL A. MACLEAY OF PLAINFIELD, NEW HAMPSHIRE, WHO
HAS COMPLAINED ABOUT THE ASSISTANCE PROVIDED BY THE
EMBASSY FOLLOWING AN AUTOMOBILE ACCIDENT HE HAD NEAR THE
TOWN OF CASSINO, ITALY.

A REVIEW OF THE EMBASSY'S FILES INDICATES THAT THE EMBASSY
RECEIVED A CALL ON THE MORNING OF JULY 11 FROM A
MR. DAVID THOMPkins, PRESUMABLY MR. MACLEAY'S TRAVELING
COMPANION, RELATING THAT THEY HAD HAD A CAR
ACCIDENT, THAT THE CAR WAS RENTED AND THAT A FIRM
CALLED EUROPCAR HAD THE RESPONSIBILITY FOR HAVING
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THE CAR FIXED OR REPLACED. THE CONSULAR OFFICER TAKING THE
CALL SAID HE WOULD INVESTIGATE THE MATTER AND ADVISE MR.
THOMPkins.
AFTER NUMEROUS CALLS IN ROME AND TO THE AMERICAN
EMBASSY IN PARIS, IT WAS ASCERTAINED THAT MR. THOMPkins
HAD BOUGHT AND NOT RENTED, THE CAR THROUGH EUROPE-BY-CAR
IN NEW YORK CITY, THAT EUROPCAR WAS A RENTAL COMPANY HAVING

NO AFFILIATION WITH EUROPE-BY-CAR AND THAT THE RESPONSIBLE COMPANY WAS CHRYSLER FRANCE IN PARIS. CHRYSLER FRANCE INFORMED OUR EMBASSY IN PARIS THAT THEY WERE FAMILIAR WITH THE CASE AND HAD ALREADY SPOKEN WITH EITHER MR. THOMPkins OR MR. MACLEAY. CHRYSLER FRANCE MAINTAINED THAT THE CAR WAS ACTUALLY THE PROPERTY OF MR. THOMPkins AND HAD BEEN OBTAINED ON A PURCHASE-LEASE ARRANGEMENT. ALL CLAIMS FOR DAMAGES RESULTING FROM THE ACCIDENT HAD TO BE HANDLED THROUGH THE OWNER'S INSURANCE COMPANY IN FRANCE AGAINST WHOM HE COULD MAKE CLAIM. (IT SHOULD BE NOTED THAT THIS IS A FAIRLY COMMON PRACTICE IN EUROPE WHERE ONE MUST FIRST PAY FOR DAMAGE INCURRED AND THEN CLAIM REIMBURSEMENT.) CHRYSLER FRANCE STATED IT WAS WILLING TO SEND ANOTHER CAR TO CASSINO, ITALY, BUT THAT THIS WOULD COST ABOUT 425 DOLLARS, PAYABLE BY MR. THOMPkins. CHRYSLER ITALY IN ROME ALTERNATIVELY SUGGESTED THAT MR. THOMPkins HAVE THE CAR TRUCKED TO ROME THROUGH THE ITALIAN AUTOMOBILE CLUB (ACI) AND BE REPAIRED BY CHRYSLER, THOUGH AGAIN AT MR. THOMPkins' EXPENSE. THE EMBASSY SPOKE WITH MR. THOMPkins SEVERAL TIMES BY PHONE AND IN ADDITION TRIED TO PHONE HIM AT LEAST TWICE MORE AT HIS HOTEL IN CASSINO BUT HE WAS NOT IN. THE CONSULAR OFFICER HANDLING THE CASE EXPLAINED ALL OF THE ABOVE TO MR. THOMPkins, WHO ONLY KEPT INSISTING THAT SOMEONE WAS RESPONSIBLE FOR THE DAMAGE TO THE CAR. THE CONSULAR OFFICER, IN AN ATTEMPT TO EXPLAIN HOW INSURANCE COMPANIES WORK IN EUROPE, RELATED THAT WHEN HE WRECKED HIS USED MG HE HAD BEEN FORCED TO PAY

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FOR THE REPAIRS AND THEN AWAIT REIMBURSEMENT FROM HIS WASHINGTON, D. C. INSURANCE COMPANY. AS CAN BE SEEN FROM THE ABOVE, THE EMBASSY EXPENDED A GREAT DEAL OF TIME AND EFFORT TO ASSIST MESSRS. MACLEAY AND THOMPkins. IN CLOSING, IT SHOULD BE STRESSED THAT THE EMBASSY'S OFFICE HOURS ARE FROM 8:30, AM TO 1:00 PM AND FROM 2:00 PM TO 5:30 PM. THERE IS NO LONG "SIESTA" AS CLAIMED BY MR. MACLEAY, AND THE EMBASSY'S SWITCHBOARD IS MANNED 24 HOURS A DAY. I CAN ONLY REGRET THIS UNFORTUNATE INCIDENT, BUT ASSURE YOU THAT THE EMBASSY IS AT ALL TIMES SHARPLY ATTUNED TO THE LEGITIMATE NEEDS OF OUR CITIZENS OVERSEAS AND IS ALWAYS READY TO ASSIST THEM TO THE GREATEST EXTENT POSSIBLE. IF THE EMBASSY CAN BE OF FURTHER ASSISTANCE TO YOU OR YOUR CONSTITUENTS, I HOPE YOU WILL LET ME KNOW.

JAMED E. KILEY
COUNSELOR FOR CONSULAR AFFAIRS
AMERICAN EMBASSY
ROME, ITALY.HOLMES

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